

# Utah State Hospital Policies and Procedures Food Services

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## FOOD SERVICE POLICIES AND PROCEDURES

### **Services Provided by Dietary Department**

DATE ISSUED: 1/83 DATE REVISED OR REVIEWED:  
7/83,6/86,9/88,6/92,7/95,7/98, 11/01, 3/03

#### POLICY:

The Dietary Department responds to the needs of the medical facility.

#### PURPOSE:

To state the scope of service for which Food Service Department is responsible.

#### PROCEDURE:

Meet patient needs by providing meals adapted to age, food preference and religious custom. Nutritional education to patients and out patients and follow-up plans upon discharge. Cooperates with all hospital departments to provide a meaningful and integrated health service facility. Provides hospital employees with source of food service and nutrition education when requested.

Provides catered food service for special functions.

#### NOTE:

For specific goals and objectives for the Utah State Hospital Dietetic Services, see attached pages.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

### POLICY:

There will be a posted, written schedule notifying employees of the following two week schedule.

### PURPOSE:

To ensure adequate daily staffing and weekend, holiday and vacation coverage.

### PROCEDURE:

Department time schedules cover the pay period (Saturday through Friday) and are posted two weeks in advance on the wall by the office. Posted schedules may be changed only with the approval of assigned supervisor.

An employee who has a special request for time off must submit it to the Food Service supervisor at least one (1) week in advance.

Vacation requests should be requested as early as possible in order to accommodate scheduling.

## FOOD SERVICE POLICIES & PROCEDURES

### **SCHEDULING PROCEDURE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

The Food Service Manager is responsible for the Department scheduling. The Food Service Manager may do the scheduling for the Department or assign someone from Food Service to write the schedule.

#### PURPOSE:

To ensure that all slots are filled by someone who is trained for the job and to ensure that employees are scheduled for time off as requested if possible.

#### PROCEDURE:

A two week schedule is written and posted at least one week prior to schedule date. The schedule is written by taking in consideration days off of employees, training and job duties. The Food Service Manager must approve the schedule. If a person other than the manager writes the schedule, that person has no authority to grant special requests or make changes on schedule after management approval. Any changes on written schedule or special requests must go through the Manager, or a member of the management team if Manager is not available.

A yearly calendar is available for employees to request vacation time. Requests should be on the calendar before schedule for that time period is written. All requests will be given consideration. A request for time off, does not automatically insure that time will be given. In the event that several people request the same day or days off, consideration will be given to the person requesting first.

## FOOD SERVICE POLICIES & PROCEDURES

### BI WEEKLY TIME SCHEDULE

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#1.	COOK 4:30AM	WEEKDAY	
#2.	COOK 4:30AM	WEEKDAY	
#3	COOK 4:30AM	WEEKEND	
#4	COOK 6:00AM	WEEKEND	
#5	COOK 7:00AM		
#6	COOK 10:00AM		
#5/7 AM	COOK	COOK/PREP	7:00
#7	COOK 7:00AM	PREP	
#8	COOK 7:00AM	DIET	
#9	COOK/BAKERY 6:00AM		
#10	BAKER/SUPERVISOR 11:00AM		
#11	AM LINE 5:30AM	WEST LINE	
#12	PM LINE 11:00AM	WEST LINE	
#14	AM LINE 5:30AM	EAST LINE	
#16	PM LINE 11:00AM	EAST LINE	
#-17	DISHROOM 6:00AM		
#20	DISHROOM 11:00AM		
#AT	TRAY LINE 5:30AM		
#PT	TRAYLINE		

10:00AM  
#EE EATERY  
#LE EATERY  
10:00AM

6:AM

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

One person from Food Service shall be in charge of asking for and receiving nominations from Food Service Personnel for selection of Food Service Employee of Month. That person then will take suggestions to Dept Manager for final approval.

### PURPOSE:

To ensure all personnel has an opportunity to place a nomination for Food Service Employee of Month.

### PROCEDURE:

The person representing Food Service for Employee of Month shall solicit nominations from all FS Employees for EOP. After discussing nominations with Mgr, that person will see that a written synopsis on selected employee is taken to the Hospital Wide Committee Mtg for decision on Hospital EOP. Selections will be made by taking in consideration of all areas of FoodService.



December 16, 1987

TO: Bob Verville

FROM: Owen Black

Several years ago I asked Administration to exempt Food Service from buying a meal ticket for the following reasons.

1. Food Service employees are encouraged to taste and eat the food they prepare and serve, as a means of encouraging quality and consistency. If they won't eat what they prepare, we can't expect others to.
2. They are expected to eat at end of meal service, since they cannot take lunch break during the meal.
3. They are expected to eat what is left on the line. Some menu items are gone by end of regular meal service or have deteriorated considerably.
4. Most employees receive "free" food or meals when working unit activities, day and camptrips, etc.
5. Special Functions such as: Retirement parties, annual employee party, Mt. Bell Christmas dinner, and numerous other functions are really "extra" work for food service staff while others are usually there to "enjoy".

Bob, with the changes in employee cafeteria meals recently, several have expressed concern as to why they have to pay when food service doesn't. I've usually given them these reasons and asked them to talk with you about their concern if they wish.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

It is the policy of Food Service operations that all Food Service employees shall wear clean uniforms, hair nets, head bands, caps or other effective hair restraints; maintain a high degree of personal cleanliness, and conform to hygienic practices while on duty. Reference "Public Health Service Food Service Sanitation Ordinance."

### PURPOSE:

Standards of personal appearance and individual hygiene are established to promote a consistent high level of employee cleanliness. Since Food Service employees are our most important contacts with customers and the general public, the image they create must be one of an organization of competent professional Food Service employees who take pride in superior personal standards to protect the food served from contamination.

### PROCEDURE:

Standards will be reviewed periodically with all employees during employee meeting of inservice training sessions.

## FOOD SERVICE POLICIES & PROCEDURES

### EMPLOYEE PRACTICES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### General

- (a) Employees shall consume food only in designated dining areas. An employee dining area shall not be so designated if consuming food there may result in contamination of other food, equipment, utensils or other items needing protection.
- (b) Employees shall not use tobacco in any form in any USH buildings or State owned vehicles.
- (c) Employees shall handle soiled tableware in a way that minimizes contamination of their hands.
- (d) Employees shall maintain a high degree of personal cleanliness and shall conform to good hygienic practices during all working periods in the food service establishment.

#### REASON:

The overall cleanliness and observation of good hygienic practices by an employee include not only the personal cleanliness of the employee, but also the way he performs his routine duties. This creates a situation where both factors are interdependent, since an unclean employee cannot handle food in a sanitary fashion, and, in a work situation, any employee soon accumulates excessive soil if proper sanitary procedures are not observe. Smoking or eating by employees anywhere but in designated areas.

Insanitary and unsightly personal practices such as scratching the head, placing the fingers in or about the mouth or nose, or indiscriminate and uncovered sneezing or coughing may not result in contamination of food, but may adversely affect consumer confidence in the establishment. Careless handling of unnecessary contact with, the soiled surfaces of tablewares or linens should be avoided because it unnecessarily exposes employees to health hazards and increases the possibility of disease transmission ie consumers.

## FOOD SERVICE POLICIES & PROCEDURES

### EMPLOYEE HEALTH

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

Taken from "Food Service Sanitation Regulations - State of Utah Department of Health manual dated May 20, 1980. Copy in Food Services Directors office.

(a) No person, while infected with a disease in a communicable form that can be transmitted by foods or who is a carrier of organisms that cause such disease or while afflicted with a boil, an infected wound, or an acute respiratory infection shall work in a food service establishment in any capacity in which there is a likelihood of such person contaminating food or food - contact surfaces with pathogenic organisms or transmitting diseases to other persons.

(b) The manager or person in charge of the establishment shall notify the health authority when any employee of a food service establishment is known or suspected of having a disease in a communicable form. It is the responsibility of the employee to advise the employer of the occurrence of the above disease, symptoms or conditions, and every employee shall be advised of this responsibility upon his employment.

#### REASON:

Disease transmitted through food frequently originates from an infected food service employee even though the employee shows little outward appearance of being ill. A wide range of communicable diseases and infections may be transmitted by infected food service personnel to other employees and to the consumer through the contamination of food and through careless food-handling practices. It is the responsibility of both management and staff to see that no person who is affected with any disease that can be transmitted by food works in any area of a food service establishment where there is a possibility of disease transmission.

## FOOD SERVICE POLICIES & PROCEDURES

### PERSONAL DRESS/BEHAVIOR

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### PERSONAL CLEANLINESS

Employees shall thoroughly wash their hands and the exposed portions of their arms with soap and warm water before starting work, during work as often as is necessary to keep them clean, and after smoking, eating, drinking, or using the toilet. Employees shall keep their fingernails clean and trimmed.

#### REASON:

In order to prevent the contamination of food and food-contact surfaces, and the resulting potential transmission of foodborne illness, it is essential that employees observe strict standards of cleanliness and proper hygiene during their working periods and before starting work or returning to work after any interruption of their food service activities.

#### CLOTHING

- (a) The outer clothing of all employees shall be clean, and where uniforms are not provided, clean aprons should be worn over street clothes.
- (b) Employees shall use effective hair restraints to prevent the contamination of food or food-contact surfaces. All employees directly involved in food preparation or utensil washing or storing operations are required to wear hats, caps, or hairnets or other approved hair coverings. Other employees shall keep hair under control at all times.
- (c) Food Service employees wearing beards must keep them neatly trimmed, and clean at all times while working.

#### REASON:

Hair restraints and the clothing of Food Service employees play important roles in the prevention of food contamination and food-contact surface contamination. Because of this, hair should be restrained to prevent any possibility of its entering into food. Employees also must not wear clothing that is obviously soiled or difficult to keep clean because food may be repeatedly contaminated by food debris or other soil from the clothing of food handlers.

1. READ AND SIGN PATIENT CONFIDENTIALITY FORM.
2. WEAR PROPER CLOTHING FOR WORK. LONG PANTS, WHITE SHIRT, CLOSED TOE, NON SLIP SHOES, (TENNIS SHOES OR WORK BOOTS ARE FINE), MAKE SURE CLOTHES ARE CLEAN. HATS OR HAIRNETS REQUIRED AT ALL TIMES.
3. WASH HANDS FREQUENTLY AND EVERY TIME WHEN RETURNING FROM BREAKS, RESTROOM, LUNCH, ETC. HANDS NEED TO BE WASHED EVERY TIME YOU CHANGE FROM ONE FOOD TO ANOTHER TO AVOID CROSS CONTAMINATION
4. DO NOT OPERATE ANY EQUIPMENT WITHOUT BEING TRAINED BY EITHER A SUPERVISOR OR FELLOW EMPLOYEE.
5. DO NOT MAKE PERSONAL FRIENDSHIPS WITH PATIENTS. NO EXCHANGING OF PHONE NUMBERS, VISITING OR DOING PERSONAL FAVORS. TREAT ALL PATIENTS WITH COURTESY AND RESPECT. DO NOT LEND MONEY OR CIGARETTES TO PATIENTS OR ACCEPT ANY GIFT FROM THEM.
6. BE RESPONSIBLE WITH YOUR KNIFES. EITHER HAVE THEM WITH YOU OR LOCKED UP AT ALL TIMES. NO KNIFES ARE TO LEAVE THE KITCHEN AREA AT ANY TIME. THIS INCLUDES THE EATERY AND CAFETERIA.
7. YOUR SCHEDULE IS APT TO CHANGE AT ANYTIME DUE TO LAST MINUTE EMERGENCIES OF FELLOW EMPLOYEES. YOU ARE RESPONSIBLE TO CHECK SCHEDULE DAILY FOR THE NEXT DAY'S CHANGES. THE BEST TIME TO CHECK IS WHEN YOU ARE LEAVING SHIFT OR AFTER MANAGER HAS LEFT FOR DAY.
8. MUST HAVE FOOD HANDLERS PERMIT. CLASSES ARE SCHEDULED AT THE HOSPITAL IN APRIL AND NOVEMBER. IF YOUR PERMIT NEEDS TO BE RENEWED EARLIER, YOU ARE RESPONSIBLE TO ATTEND HEALTH DEPARTMENT SCHEDULED CLASSES.

I HAVE READ AND UNDERSTAND THESE RULES

NAME \_\_\_\_\_ DATE \_\_\_\_\_

## FOOD SERVICE ORIENTATION

Name\_\_\_\_\_ DATE\_\_\_\_\_

- 1 . Read and sign patient confidentiality form.
2. Read and sign Code of Conduct.
3. Verbal instruction of security of sharps.
4. Instruction on kitchen equipment.
  - A. Slicer
  - B. Mixers
  - C. Buffalo chopper
  - D. Ovens
  - E. Steam kettles
  - F. Braisers
  - G. Steamers
  - H. Dish Machine
5. New employee orientation

UTAH STATE HOSPITAL

## **ORIENTATION ABOUT CONFIDENTIALITY OF PATIENT INFORMATION**

Fair information practices dictate that a balance be maintained between the public's right to inspect government documents and the individual citizen's right to privacy. In order to protect the citizen's right to privacy, the Utah State Hospital has had patient information classified as confidential which is defined as follows:

"Confidential data" means data on individuals collected and maintained by state government which is available only to appropriate agencies for the administration and management of programs enacted by the Legislature or by executive order, to others with the express consent of the individual, but not to the individual himself. (UCA 63-2-61 [111])

Utah Code 63-2-87 states that: (1) Any person who violates any provision of this act shall be guilty of a class B misdemeanor. (2) Any public employee who willfully violates any provision of this act or the rules and regulations promulgated under the act is subject to suspension without pay or discharge, after a hearing as provided by law.

I understand that information about Utah State Hospital patients is confidential, and I agree to honor confidentiality laws of the State of Utah. I will not take patient information off Utah State Hospital grounds, nor will I make mention of patient information outside Of Utah State Hospital.

Employee Signature\_\_\_\_\_

Date\_\_\_\_\_

Please file this form in employee's personnel file.



## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

Adequate space is provided for support personnel to perform their duties.

### PURPOSE:

To ensure the efficient preparation and distribution of food and completion of all clerical and dietetic planning needs.

### PROCEDURE:

Office space to be evaluated on an annual basis by Director of Support Services and Dietitian.

Food Service Managers office is located in the kitchen area by dishroom and diet prep area.

Presently the Director of Support Services, Chief Dietitian and full-time Secretary occupy the three (3) offices in hallway leading to Rampton Hospital.

The second Dietitian has an office in the -Rampton Cafeteria. Diet Tech has an office in the hallway by the chief dietitian.

Purchasing Agents for Food Services works out of an office in the kitchen.

## FOOD SERVICE POLICIES & PROCEDURES

### INTERDEPARTMENT MEETINGS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

The department head or an appointee will represent the Dietary Department at Committee Meetings, Department Head Meetings and/or any other meetings as required.

#### PURPOSE:

To facilitate communications with Departments throughout the Hospital.

#### PROCEDURE:

1. The representative attends meeting, makes self-reminder notes at meeting.
2. The representative relays the information back to dietary employees as applicable.
3. Action is taken on any discussed topic, as applicable.

## FOOD SERVICE POLICIES & PROCEDURES

### INTERDEPARTMENT MEETING SCHEDULE

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01

<u>MEETING</u>	<u>FS REPRESENTATIVE</u>	<u>TIME/PLACE</u>
Industrial Mtg scheduled	Director Support Service  Kitchen Supervisor Dishroom Supervisor	As
Medical Services  Conference rm	Chief Clinical Dietitian	As needed MS
Infection Control scheduled	Director Support Services	As
Pharmacy/Therapeutics	Chief Clinical Dietitian	Quarterly
Safety Committee scheduled	Director Support Services	As
Unit Staff Mtg	Director Support Services Clinical Dietitian Food Service Mgr	As arranged
Administrative Services	Director Support Services	Mondays

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

All employees will be evaluated on performance on a routine basis .

### PURPOSE:

To provide a vehicle for feedback for employee performance.

To provide encouragement, praise and constructive criticism to employees which will help improve performance and employee morale.

To assist in objectively evaluating employees for promotional opportunities.

### PROCEDURE:

Refer to performance plan and evaluation forms. Completed copies can be found in the file of evaluated employee.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

Job descriptions are planned and written for each job category within the Dietary Department and are reviewed annually. These state job title, duties, qualification, physical demands, working conditions, job relationships.

### PURPOSE:

To use by management as a benchmark I employee selection.

To use by employees as a general guideline in current job.

To use by employee seeking promotion.

### PROCEDURE:

The unit manager cooperates with the unit personnel department in preparing a job description for a new job category and in reviewing the present job description for accuracy on an annual basis.

Manager will review, by observation and interview of employees in the following categories:

1. Duties preformed by employees
2. Physical demand
3. Working conditions
4. Job relationships

He will decide if there have been changes since job description.

## FOOD SERVICE POLICIES & PROCEDURES

### **JOB DESCRIPTIONS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

Job descriptions for Food Service employees at the Utah State Hospital are on the following pages. Those included are:

- Director of Food Services
- Dietitians (2)
- Diet Tech
- Food Production Manager
- Lead Kitchen Supervisor
- Baker - Night Supervisor
- Cook I
- Diet Cook
- Purchasing Tech (2)
- Dishroom Supervisor
- Line Server

**NOTE:**

All job descriptions for the Canteen (Snack Bar) and Eatery are in the Policy and Procedure book for the Canteen and Eatery under Job Description section. Please refer to that book for information. This book is kept in the Director's office and at the Canteen.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

Checklists for opening and closing are written and posted.

### PURPOSE:

To maintain efficiency of the operation.

To designate responsibility for work assignments.

For sanitation and security purposes.

### PROCEDURE:

Cooks and line servers are to check lists several times daily to make sure all items listed have been carried out. Employees responsible for temperature checks should notify supervisors of incorrect temperature.

Food production supervisor shall review checklists periodically and update as necessary.

## FOOD SERVICE POLICIES & PROCEDURES

### OPENING CHECKLIST - COOK

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1. Turn on lights
2. Open back door and doors into cafeteria.
3. Turn on coffee machine and set up breakfast coffee. (#1 or #2)
4. Check production sheets and menu.
5. Turn on appropriate ovens, grills, steam tables, etc.
6. Start cooking breakfast meat, check and/or put in roast, turkeys, etc., if needed. Take temperature reading.
7. Cook hot cereal and heat syrup.
8. Coordinate with #5cook and help if needed.
11. Check and start prep list.
12. Deliver day care if #2 cook has to fry or grill.
13. Before leaving shift:
  - A. Clean grill if used
  - B. Clean fryer, if used and check level of oil.
  - C. Check pop and refill empty canisters.
  - D. Check and coordinate with supervisor.



## FOOD SERVICE POLICIES & PROCEDURES

### **OPENING CHECKLIST - #2COOK**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

- 1 .      Record temperatures on refrigerators and freezers.
2.      Get Childrens breakfast list and fill.
3.      Help clean kettles and other areas being used.
4.      Load and check all food orders for Children, Hope, Forensic and LHU.
5.      Deliver Childrens' order. On weekends, deliver youth also.
6.      Cook breakfast on west grill
7.      Clean grill, under and around grill area.
8.      Help with food prep.

## FOOD SERVICE POLICIES & PROCEDURES

### **OPENING CHECKLIST AM TRAYLINE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

- 1 .      Record refrigerator temperatures.
2.      Turn on cold side
3.      Turn on and fill hot wells
4.      Get sanitizing water pan set up
5.      Make coffee
6.      Set line for serving according to menu of day
7.      Count milk, margarine, etc for units
8.      Temp food
9.      Take leftovers to East Line for recording on production sheet
10.     Clean and sanitize line, toaster, coffee pot and other equipment used
11.     Start dish ups for lunch

## FOOD SERVICE POLICIES & PROCEDURES

### **CHECKLIST PM TRAYLINE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.        Set up lunch.
2.        Take temperatures of food
3.        After serving, take leftovers to East Line
4.        Clean and sanitize line
5.        Wipe down coffee pot. Clean with vinegar
6.        Do dinner dishups. Check and fill condiment bottles, check serviceware.
7.        Set up dinner
8.        Temp foods
9.        After serving take all hot food to west line for recording
10.       Clean and sanitize line, surrounding area and coffee pots
11.       Sweep and mop
12.       Fill condiments
13.       Turn off all equipment

## FOOD SERVICE POLICIES & PROCEDURES

### CHECKLIST AM SERVER

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

- 1 .      Record refrigerator temperatures
2.      Set up line for serving breakfast. Fill milk stand. Put cereal out. Dish fruits or juice
3.      Make toast, dish up jelly
4.      Work tray make up line for breakfast
5.      Start on ward trays and commence serving breakfast
6.      After breakfast, break down line and clean.
7.      Record leftovers on production sheet. Date leftovers
8.      Start lunch dish ups
9.      Work on trayline lunch

Breakfast and Lunch:

All food taken to the East Line. East line to record all leftovers on production sheet.

## FOOD SERVICE POLICIES & PROCEDURES

### CHECKLIST PM SERVER

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.        Work on trayline
2.        After serving dinner meal, breakdown line, properly storing and dating leftovers. Turn off steam table, toasters, coffee machines, etc.  
  
          All leftover hot food taken to West Line to be recorded on production sheet.
3.        Wash and sanitize line, steam wells, salad bar and cafeteria tables.
4.        Gather condiments, clean and fill if necessary. Fill napkin dispensers and salt and pepper shakers.
5.        Set up line for next morning. IE: onward trays, Styrofoam plates, cups, etc.
6.        Clean coffee machine, lock pop machines.
7.        Clean and sanitize counters and refrigerator. Clean sinks
8.        Empty garbage cans, waste baskets, putting in clean sacks.
9.        Put laundry in containers on dock
10.       Sweep and mop floors.
11.       Record refrigerator temperatures.
12.       Check with dishroom and #6 cook. Help if necessary to insure all employees leave at the same time.
13.       Lock all doors.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

There will be specific hours of service in the cafeterias as determined by Director of Food Services and Administration

### PURPOSE:

To facilitate the serving of meals to patients in a timely and organized manner.

### PROCEDURE:

Individual units are given a time period in which to be served and to eat their meals. Any changes must be submitted to and approved by a committee comprised of Supervisors of units that will be affected and by Food Service.

Changes that would affect a single meal may be approved by FoodService.

### NOTE:

See schedule on following page.

## FOOD SERVICE POLICIES & PROCEDURES

### MEAL SERVICE HOURS - CANTEEN

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

There will be specific hours of service in the Canteen as determined by Director of Support Services. These hours must be posted in a visible location for customer information.

#### PURPOSE:

To communicate to the clientele the hours of service.

#### PROCEDURE:

##### Hours are:

Monday - Friday	8:00 a.m. - 2:30 p.m.
Sat, Sun	opened by volunteers on a trial basis.
Holidays	closed

Changes in hours must be submitted and approved by Director of Support Services.

Patients, employees and visitors are served at the same time.

## FOOD SERVICE POLICIES & PROCEDURES

### MEAL SERVICE HOURS - EATERY

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 3/03

#### POLICY:

There will be specific hours of service in the Eatery as determined by Director of Support Services. These hours must be posted in a visible location for customer information.

#### PURPOSE:

To communicate to the clientele the hours of service.

#### PROCEDURE:

##### Hours are:

Monday - Friday	6:30a.m. -5:30p.m.
Sat, Sun	closed
Holidays	closed

Changes in hours must be submitted and approved by Director of Support Services.

The Eatery was established for Employee and Visitors only. No patients will be served in the Eatery.



## FOOD SERVICE POLICIES & PROCEDURES

### EMPLOYEE MEALS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Utah State Hospital employees may purchase cafeteria meals during regular meal service for \$2.00 from line servers in the Rampton Cafeteria.

#### PURPOSE:

To provide an alternative to the Canteen and Eatery on weekends or other times they may be closed.

#### PROCEDURE:

Hospital employees may purchase a patient meal through the Eatery during patient meal times. If the Eatery is closed, employees may give exact change to line server. All monies to be secured and later given to the Eatery personnel so that an accurate accounting procedure may be kept through the cash register.

## FOOD SERVICE POLICIES & PROCEDURES

### **VISITOR MEALS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Visitors are welcome if they wish to eat with patients in the cafeteria and have been cleared by the unit. A meal ticket can be obtained from the switchboard operator or Business office.

Visitors are welcome to eat in the Canteen or Eatery. Meals can be purchased directly at either location.

## FOOD SERVICE POLICIES & PROCEDURES

Subject CREDIT

Date Issued:8/83 Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

All food served in the Canteen or Eatery must be paid for at the time of purchase.

All food served in the Cafeterias must be paid for at the time of purchase. No charge accounts or IOU's permitted.

### PURPOSE:

To prevent loss of revenue through unpaid bills and excessive record keeping.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

Individual trays for patients on units are available by phone and written request.

### PURPOSE:

To provide meal service to patients who are too ill to come to the cafeteria or who are restricted to their ward.

### PROCEDURE:

1. Ward or unit personnel shall call their tray request to cafeteria within one hour of service. The call should include the number of regular trays and the names and diet order for any special diets desired. Orders may be amended. Unit should request a time when the ward staff will come to pick up the on-ward trays. This will insure hot food served in a timely manner.
2. A Written tray request form must accompany the person assigned to pick up the unit's individual trays. The name of each patient and their diet must be on the written tray request form.
3. Individual trays will be assembled in the same order as the assigned ward or unit's schedule service.
4. Individual trays will be assembled between ward or unit line service times. Patients in line for cafeteria style service will receive priority over on-ward trays.
5. Individual ward or unit trays will be assembled by line servers. Individuals picking up trays shall remain away from the tray assembly areas unless invited into the area by the servers.
6. Emergencies, i.e., patient acting out while in the tray line or just prior to arriving to the meal may require a change in the tray request order. The original order may be amended, but should be done as soon as possible with a call or visit to the cafeteria servers.

## FOOD SERVICE POLICIES & PROCEDURES

### **STAFF SPECIAL DIET**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Arrangements can be made for an employee on a special diet to be served a modified diet in the cafeteria during regular meal service. A written diet order from a physician is required. A copy of the diet will be filed in the cafeteria. The meal will be served from the patient tray line and charged for at comparable cafeteria prices.

#### PURPOSE:

To provide therapeutically correct meals for staff members who are on modified diets.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### PURPOSE:

To control the amount and kind of catering for special functions.

### POLICY:

Arrangements for catering must be made at least (1) one week ahead through the Food Service Manager. Arrangements for booking room must be made through Administration.

Dietary will cater meals and snacks to groups that meet the following criteria:

Outsiders coming in the Hospital to do something for the Hospital.

Inside staff functions that can meet only during members' meal time.

Reciprocal courtesies for technical or professional organizations whose meeting rotate through Hospital.

Any group or function that has been authorized by the Administration.

Any situation not covered above must be requested directly through Administration.

Party requirements not covered by the regular catering menu must be approved by Food Service Manager.

## FOOD SERVICE POLICIES & PROCEDURES

### **ROOMS FOR CATERINGS**

Date Issued:8/83    Date Revised or Reviewed:6/88,1/5/89,9/6/92,7/95,7/98,  
11/01, 3/03

#### POLICY:

Rooms used for a special function must be reserved 2 weeks in advance by calling the Personnel Services Secretary.

After reserving a room, a call must be made to Food Service Mgr to verify time, place and date of special event.

#### PURPOSE:

To avoid conflicting scheduling of rooms for meetings and special functions.

## FOOD SERVICE POLICIES & PROCEDURES

### **BILLING/PAYMENT FOR CATERING**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

POLICY:

Bills will be submitted and payment received or credited for Special Functions as agreed with the Food Service Dept.

PURPOSE:

To provide a route for group payment for special functions and/or caterings.



5 + years punch	quitting or moving to another area in Hospital (Unit picks up from cafeteria)	1 cake - 5 gal
4+ years and 62+ years old punch	retiring (Food Service delivers and sets up)	2 cake - 5 gal
1- years and punch 62+ years old	full retirement (Food Service delivers and sets up)	2 cake - 5 gal Veg or fruit trays Mint/nut bowl Centerpiece (our discretion)
depending on kitchen)		available talent in

## FOOD SERVICE POLICIES & PROCEDURES

### **PAYMENT/RETIREMENT**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

Purpose:

The purpose of this policy is to explain how to request payment for refreshments for award or retirement functions.

Policy A.    Refreshments - Agencies may serve moderate refreshments at award or retirement functions.

Retirement Functions - The cost of the refreshments should not exceed \$2.00 per person, based on estimated attendance. The agency director may approve up to \$100.00 without considering the \$2.00 limit if the group is small and the \$2.00 per person limit will not be adequate.

Award Functions - The cost of the refreshments should be reasonable. If you have any questions or concerns, contact the Division of Finance.

Invitations and Decorations - Agencies may not use state funds for floral arrangements, printed invitations, etc. They may send invitations using flyers, letterhead, etc.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

The menu will be a non select cycle menu written in accordance with standards set by UDA. All menus will be checked and approved by a Dietitian.

### PURPOSE:

To serve nutritious, attractive quality meals that satisfy the customers, meet regulatory agency requirements, meet Hospital objectives and are within budget constraints.

Menu cycle for Hospital are on the following pages.

## FOOD SERVICE POLICIES & PROCEDURES

Subject FOOD PRODUCTION MENU

Date Issued:8/83 Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

A five week menu cycle is used in the Food Service Department of the Utah State Hospital.

### PURPOSE:

To ensure that menus have variety so that patients who are here long term, have fewer repetitions in daily menus.

### PROCEDURE:

A five week menu cycle is planned by the Food Service Manager and the Dietitian, taking into consideration, nutrition, cost, variety, texture, taste appeal, and season.

Menu is edited weekly to keep up with popularity, seasonal applications, cost and production amounts.

## FOOD SERVICE POLICIES & PROCEDURES

### FOOD PRODUCTION

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

All areas have written Food Production records to be completed or revised one week prior to production.

#### PURPOSE:

- \*To Provide a written communication of necessary quantity to prepare to production personnel.
- \*To provide an historical record of menu mix acceptability. (For future forecasting).
- \*To provide accurate information for determining stock necessary to produce meal.
- \*To insure sufficient amounts prepared for patients and staff.

#### PROCEDURE:

- \*Production sheets are made for each meal, specifying # of portions to prepare,size of serving, recipes and main ingredients.
- \*Run outs and leftovers are recorded on the production sheet.
- \*Completed sheets are filed and used 5 weeks later to plan new production sheets using information recorded on previous sheet.
- \*Production sheets are posted a week ahead so cooks can plan preparations from them and purchasing tech can order necessary products.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01,  
3/03

### BREAKFAST

juice cereal

bread

protein

beverage (coffee, milk, hot chocolate)

### LUNCH

entree (plain meat or extended meal dish)

vegetable or salad

dessert or fruit

bread

beverage

### DINNER

entree (plain meat or extended meal dish)

potato or substitute

vegetable

salad

dessert

beverage

## FOOD SERVICE POLICIES & PROCEDURES

### PORTION SIZES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

meat	2 1/2oz
vegetable	4 oz
fruit	1/2c
dried beans	8 oz
(Chili, lima, etc.)	
Juice	4 oz
jello	1/2c
pudding	1/2c
pie	1/8
cake	1/70

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

All food is prepared, held and served within the appropriate ranges set forth in the Food Sanitation Guidelines and meets HACCP standards. Hot food over 140 degrees, cold food under 40 degrees.

### PURPOSE:

To provide the highest quality of food.

To prevent the growth of undesirable micro-organisms and other food spoilage.

To maintain the aesthetic value of food.

### PROCEDURE:

All production and service personnel are to have thermometers available to them. Temperatures are to be taken prior to the start of the serving line and corrected, if necessary. Temperatures are taken randomly throughout meal service. Temperature chart is to be posted for the personnel.

### NOTE:

Temperatures are recorded on Production Sheets which are kept for a 12 week minimum.



## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

Standardized recipes are to be used in food preparation.

Adjustments in standardized recipes, when approved by Director, Kitchen Supervisor or Dietitian may be used. If new recipe is considered an improvement, recipe card must be changed and signed.

### PURPOSE:

To maintain the consistency and quality of food.

To serve food that meets USH standards.

To maintain controls on food during ordering, inventory and production.

### PROCEDURE:

The key to proper food preparation techniques is the accurate use of Standard Recipes. When the standard recipe is used correctly a predetermine result will be achieved each time the item is used. The need for uniformity must be related to the patient as well as the avoidance of waste through improper preparation of food.

Standard recipes include the following information:

Description of ingredients

Form of ingredients (chopped, grated, etc.)

Method of combining ingredients

Time and temperature required for each step

A description of utensils to be used and portion size

Volume in weight to be placed in the container

Total number of portions

The number of portions that can be expected from each pan.

Each cook is responsible for using the appropriate recipe and returning it to the proper location in the recipe book. The cook must follow the recipe completely and use proper weights and recipes to insure that the desired results will be achieved.

The person responsible for production, adapts recipes from standard quantities to amount needed.

## FOOD SERVICE POLICIES & PROCEDURES

### UNUSED FOOD PORTIONS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Food portions not utilized in the service of a meal will be handled in one of the following ways.

#### PROCEDURE:

All leftover cold food for storage in the refrigerator is put in storage containers and completely covered with plastic or foil wrap. These are marked with the name of the item and dated.

All leftover hot food for storage is refrigerated in shallow (3" to 4" deep) pans, stirred frequently and, after cooled, covered, marked with name of the item and dated. No food is to remain over 30 minutes at room temperature. Hot food is either kept at 140 degrees F. Or above or 40 degrees F. Or below.

All juices leftover are poured into plastic containers with lids, labeled, and put in the refrigerator.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

### POLICY:

All food will be garnished.

### PURPOSE:

To complement the appearance of the food and to enhance the combination on the menu by adding color.

### PROCEDURE:

Garnishes are planned at the time of menu planning and are noted in the appropriate section in the food production record.

Garnish and merchandising book is available in production managers office.

## FOOD SERVICE POLICIES & PROCEDURES

### MEAL PROMOTIONS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

POLICY:

A written schedule of festive meals, monotony breakers, adventures in dining, mini-promotions and outdoor bbq's is to be prepared on an annual basis.

PURPOSE:

To satisfy customers by introducing variety.

To insure adequate planning and variety,

To provide a record for forecasting in the next year's budget.

## FOOD SERVICE POLICIES & PROCEDURES

### FESTIVE MEALS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

JANUARY	New years Day
FEBRUARY	Valentines Day President's Day
MARCH	St. Patricks Day Nutrition Month
APRIL	Steak Day
MAY	May Day Picnic
JUNE	Picnic on Lawn
JULY	Activity Day
AUGUST	Picnic on Lawn
SEPTEMBER	Steak Day
OCTOBER	Halloween
NOVEMBER	Thanksgiving
DECEMBER	MfBell Christmas Christmas Day

## FOOD SERVICE POLICIES & PROCEDURES

### NOTICE TO VENDORS

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

#### POLICY:

All vendors shall receive a copy of the Notice to Vendors to ensure delivery of products that meet specifications.

#### PROCEDURE:

Specifications for all items of food that are put out to bid, or for contract must be sent to participating vendors.

#### PURPOSE:

The above stated specifications are intended to serve as a uniform basis for the information of vendors when quoting prices and to be a standard for inspection when these foods are received by Utah State Hospital.

Upon delivery, products not meeting these specifications will be returned at vendor's expense. This emphasizes the importance of retaining the specifications in your file to be referred to at all times when quoting prices of filling our orders.

## FOOD SERVICE POLICIES & PROCEDURES

### **PURCHASING**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Purchasing policies and guidelines are established by the Department of Finance, Division of Purchasing, of the State of Utah for the State Hospital. These policies are adhered to in the purchase of food.

#### PROCEDURE:

##### Perishables

\* Milk is ordered and delivered twice a week from a Contract Vendor. Gallon containers of 1% are ordered for cooking, camp trips, etc., Half pint containers of whole , 2%,1%and non fat are ordered for serving line

\*Grade A whole eggs are purchased on a yearly contract and delivered on a weekly bases.

\*Yeast is purchases on a yearly contract and is delivered weekly.

\*Bids on fruits and vegetables are requested monthly. Produce is ordered daily and delivered daily, Monday through Saturday.

\*Meats are ordered as needed for production and are done on either a contract basis or on a bid system.

\*Inventory is taken weekly and an order is place for the next week's needs and is delivered the following week.

\*Rotation of goods is assured by using a gravity feed system for canned items and practicing FIFO method on all other items.

\*All supplies coming from the hospital warehouse are issued via a weekly requisition. Orders for food are placed on the computer system on Monday and delivered on Tuesday. Paper goods and plastic supplies are ordered on Wednesday and delivered on Thursday. Perpetual inventory is taken as supplies are issued.

## FOOD SERVICE POLICIES & PROCEDURES

### FOOD PROTECTION (HACCP REGULATIONS)

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

Food protection must begin at the source of your food supply. Therefore, it is imperative that food is purchased only from purveyors whose premises and food supply are inspected by local, state or national government agencies. Order food in quantity for which you have adequate storage facilities.

Receiver must inspect food and accept only clean, wholesome food, free from spoilage, adulteration, and misbranding and safe for human consumption. Receiving area should be well-lighted to aid inspection.

Insist on:

- 1 .      Pasteurized milk.
2.      Government inspected meat.
3.      Government inspected poultry: (The poultry inspection and grade marksmay appear on a paper wing tag, on the giblet wrap, or an insert, or theymay be printed on the overwrap or transparent wrapper.
4.      Government approved shellfish (tag indicates this).

All food should be delivered at proper temperatures. Meats, cream pies, and creamfilled pastries should be delivered at refrigerated temperatures; frozen food, solidly frozen.

Reject Food:

1.      Substandard in quality (Refer to specifications Manual).
2.      Showing signs of spoilage as:
  - a. Dark spots on produce.
  - b. Bulging cans.
  - c. Slimy surfaces on meat and meat products.
  - d. Objectionable odors.
3.      Not delivered at proper temperature.



For more specific information, please use the various books in the office on purchasing, receiving and storage, and safe food (HACCP) handling.

## FOOD SERVICE POLICIES & PROCEDURES

### **RECEIVING HACCP STANDARDS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

A properly trained receiver checks food, equipment and supplies according to approved written receiving procedures.

#### PURPOSE:

To insure that the product delivered meets the established specifications and the goods delivered match the delivery slip.

The quantity and safety of the food is checked and maintained during delivery.

## FOOD SERVICE POLICIES & PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 3/03

### PURPOSE:

To insure proper storage and safety of the food supply.

### POLICY:

Perishable foods are placed in freezer or proper refrigerator upon delivery. All staples are dated upon arrival with the day, the month and the year and are stored on the shelves in a ventilated storeroom.

All foods and supplies are rotated into storage with the older units in front or on top as appropriate (FIFO method).

Food is stored away from potentially hazardous substances such as cleaning supplies.

Paper goods may be stored with food supplies.

Temperatures of refrigerators/freezers are checked daily to assure that recommended temperatures are maintained. (See special forms on following page).

Dairy: 38 - 40

Produce: 34 - 45

Meat: 33 - 38

Freezer: 0 - 20

A reliable thermometer is in each refrigerator and in storerooms used for perishable foods.

## FOOD SERVICE POLICIES & PROCEDURES

### REUSABLE CONTAINERS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

Many health inspectional agencies document regulatory violations under the food equipment and utensil category; specifically, the reuse of single service plastic and glass food containers for storage of leftovers. Their reasoning behind discouraging this practice is that they define single service to mean single usage, and they seriously question the ability of these containers to be properly and repeatedly sanitized.

However, research by ARA revealed that those food containers can be safely reused, provided that the following conditions are met:

\*The intended use of the container is not violated. If chemicals were originally stored in the container; they may not be reused to store food stuff.

Plastic trash containers and liner bags may not be used to store foods - dry or wet, refrigerated or unrefrigerated. Foods may react with the plastic and may cause adulteration of the stored product.

Exception - The trash containers may be used if the food is kept in its original container within the plastic container. Examples are large bags of rice, flour, sugar, salt, noodles and dried beans.

\*The container is smooth, corrosion, resistant, non-toxic, stable and nonabsorbent under use conditions, and shall not impart odor, color or taste (plastic and glass jar food containers already meet this standard in order to safely ship foods).

\*Containers are capable of being washed and sanitized by either passing these items through an automatic dishwasher or manually washing them in a three compartment sink.

\*The cleaned and sanitized containers are inverted during storage, so that they do not become contaminated before reusing.

#### NOTE:

Although food containers may be reused repeatedly, they are not to be used INDEFINITELY. Discard the container when food contact surfaces become scored or pitted; or in a condition that will prevent effective cleaning and

sanitizing.

## FOOD SERVICE POLICIES & PROCEDURES

### **STOREROOM CONTENT/SANITATION**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Storerooms are kept locked; access is limited to approved person. The temperature is controlled. (Ref. - Sanitation Manual). All storage is off the floor (minimum 6"). Storerooms are arranged in order of the inventory control list. Storerooms are kept neat and clean.

#### PURPOSE:

- 1 .        To control loss due to theft and loss of product due to improper storage.
2.        To reduce potential for pest infestation.
3.        To facilitate taking of inventory and filling requisitions for supplies.

#### PROCEDURE:

Storerooms is cool and ventilated.

Stock is rotated.

Large canned items are not double stacked in overhead shelves (so cans won't hit employee on head).

## FOOD SERVICE POLICIES & PROCEDURES

### EMPLOYEE SANITATION

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Previous experience in food preparation and/or to all service is preferred but not mandatory in hiring employees to work in the Dietary Department.

All employees are required to attend inservice training courses. Attendance and minutes of inservice classes are on file.  
education

Service.

The first day on the job, new employees are given general instructions which include organization, given job importance, the person to whom they report, what to responsibilities, rate of pay benefits, probationary of him period, health regulations (infections, skin lesions, situation arises work schedules, days off, time sheet, sign in, telephone rules, care of valuables, keeping area clean, importance of a cheerful disposition and etc.

They are briefly instructed on sanitary and safety procedures. A Food Handling Housekeeping the job.  
Sanitation Manual is kept in the Director's office and in the Diet office in the kitchen.

They are instructed in proper handwashing procedures.

#### PURPOSE:

On-the-job training is given employees.

It is important to have reinforcement of policies and procedures and in all areas of Food

This information has to be so the individual will know expect, what is expected and what to do if a

More sanitation and safety instructions are given on

All employees are required to attend the hospital general orientation program offered through Staff Development.

All Food Service employees must hold a Food Handler's Permit. (See addendum 1-80).

This class explains hospital policies and contact.

Food Handler's Permits are required to insure that kitchen personnel have a background in sanitation and good health practices



## FOOD SERVICE POLICIES & PROCEDURES

### EMPLOYEE SANITATION

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Employees are free of infectious and open skin transmitted lesions. Any employee found with an open skin utensils. lesions or is known to be infectious is not allowed to work until cleared by a doctor.

#### PURPOSE:

Diseases are easily through food and eating

We adhere to "Code of Food Service Sanitation Regulations" 1980, published by the State of Utah, Department of Social Services, specifically page 10 part 11, section C.

## FOOD SERVICE POLICIES & PROCEDURES

### PATIENT TRAINING

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Patient helpers are scheduled through the known cafeteria's supervision and head attendant from units the patients' unit with both being guided by the available and Director of Industrials and the Industrial this Coordinators' Meeting.

The units or wards are to determine that patient should workers are free from infectious and open skin infectious lesions. Any patient found to be suspected of necessary infectious or with an open skin lesion is not allowed to work in the kitchen until cleared through a doctor that is free of the infection.

Patient help must hold a Food Handler's Permit.  
personnel  
sanitation  
health

Patient helpers are given instructions on proper handwashing and are reminded regularly to wash transmitted their hands.  
care must  
this

#### PROCEDURE:

Food Services can let it be  
how much help is needed,  
know what help is  
the two are coordinated at  
meeting.

Nurses and attendants  
know when a patient is  
so they can take  
precautions on the unit.

Food Handler's Permit are  
required to insure that  
have a background in  
kitchen practices and good

Diseases are easily  
through the hands and  
be taken to guard against  
occurring.

## FOOD SERVICE POLICIES & PROCEDURES

### INSERVICE EDUCATION

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

All Dietary personnel will receive regularly scheduled instructional programs (inservice education), which will be documented. The food Service Director or Director's qualified designee will plan these programs for Dietary personnel and, as appropriate, for other facility personnel.

#### PURPOSE:

- \*To insure that standards of service are maintained and the highest quality of nutritional care provided.
- \*To familiarize the employee with policies and procedures.
- \*To instruct the employee in new techniques and methods.
- \*To improve job performance.
- \*To expand the skills and knowledge of food service workers and meet the needs of employees.
- \*To provide an atmosphere that will encourage personal and professional development of employees.
- \*To develop effective interpersonal relationships.
- \*To improve the efficiency of the overall operation.
- \*To support the inservice education programs of other departments by providing nutritional information as requested.

#### PROCEDURE:

The inservice program for the Dietary Department is an ongoing educational experience and is planned in accordance with regulations to meet all yearly Hospital wide mandatory inservices, and Dept specific education.

Attendance roles of all inservices are sent to the Personnel Dept and reentered on employee data file.

## FOOD SERVICE POLICIES & PROCEDURES

### CONTINUING EDUCATION

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

It is the policy of the Dietary Department to encourage all employees to attend seminars, workshops and academic courses, or other continuing education programs.

#### PURPOSE:

- \*To insure that standards of service are maintained and the highest quality of nutritional care is provided.
- \*To expand the skills and knowledge of all personnel and meet their needs.
- \*To provide an atmosphere that will encourage personal and professional development of employees.
- \*To continually up-grade the level of performance by employees.
- \*To prepare employees for promotional opportunity.
- \*To improve employee performance and background.

#### PROCEDURE:

- A.     The Food Service Director approves the request to attend any seminar, workshop or academic course which takes place during working hours.
- B.     All programs attended are documented and kept in the employee file.
- C.     A report of the program is submitted by the attendee to the Food Service Director. This report includes the agenda, with a notation of credit hours received, if any, and a written synopsis of the major points of the program. It is retained in the employee's file.

## FOOD SERVICE POLICIES & PROCEDURES

### MAINTENANCE OF SANITARY CONDITIONS

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

- 1        The Dietary Department shall comply with the Utah State Board of Health Code of Food Service Sanitation regulations.
2.        Foods being transported shall be protected from contamination and held at proper temperatures in clean containers or serving carts.
3.        Pasteurized milk and fluid milk products shall be served in the distributor's original containers or from a bulk container equipped with an approved dispensing device.
4.        Food Service personnel shall wear clean washable garments, hair nets (for women) and clean caps (for men) and shall keep hands and fingernails clean at all times.
5.        Personnel having symptoms of communicable disease or open infected wounds shall not be permitted to work.
6.        All persons engaged in the preparation of service of food shall follow the local ordinances in regard to Food Handler's Permits. It is highly desirable that training courses precede the obtaining of a Food Handler's Permit and that follow-up of such instruction be made by dietitian in each institution. If such courses are not available by local Health Departments, it is the responsibility of each institution to provide such training.
7.        Dishwashing procedures and techniques are well developed, and they shall be understood and carried out in compliance with the local and state ordinances and codes.
8.        Routine bacterial counts should be made at least once a month on dishes, flatware, glasses, utensils and equipment.
9.        Written reports of inspections by State and Local Health authorities shall be on file at the facility with notation made of action taken by the facility to comply with any recommendations. For further information on State Regulations please refer to the "Food Service Sanitation Regulations Booklet," which is kept in the Director's office.

## FOOD SERVICE POLICIES & PROCEDURES

### **SANITATION**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### SANITATION:

- 1        Food Service Director is responsible for supervising sanitation and housekeeping procedures within the Food Service Department.
2.        The Food Production Supervisor prepares a cleaning schedule and is responsible for seeing that the schedule is followed in a satisfactory manner.
3.        The Food Production Supervisor is responsible for supervising and training personnel in the proper sanitation procedures in storing, preparing, and serving food.
4.        The Hospital has a contract with an outside exterminator company to provide effective procedures for controlling insects and rodents.
5.        Routine bacteria counts on dishes, flatware, and cooking utensils are done by the laboratory and a report is given to the Food Service Director. These are filed in the Director's office.
6.        All employees and patients working in the Food Service Dept. Must have Food Handlers permits. This means attendance at the two hour class taught by the local Board of Health. In order to obtain the permit the test score must be above 62. If the score is below 62, they may work only on a limited basis, washing dishes, or mopping floors, but no handling food.
7.        Cross traffic in the kitchen is to be avoided. Only those patients on duty are allowed in the Food Production area. Patients that are on duty, must wear clean aprons and hats.
8.        Visitors, salesman, etc, are invited to see the Director or the Purchasing Tech in their respective offices. These people should not come through the food production Areas.
9.        Food deliveries are left on the back dock, checked in there then the appropriate Food Service personnel stacks them in the proper areas of the storeroom.
10.       Perishable supplies are refrigerated immediately upon arrival.
11.       Hand washing is to be done when starting work, when working with dirty

dishes and then clean. After smoking, sneezing, coughing, or using the toilet. Dispensers containing disinfectant or antibacterial soap are above each sink in the kitchen and restrooms.

## FOOD SERVICE POLICIES & PROCEDURES

### **SANITATION**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

12.     Inservice training will be given periodically by the laboratory or the infection controlcommittee on good hand washing procedures to follow.
13.     The Board of Health of Utah inspects the kitchen, Canteen, Eatery, Cafeterias, Excel House,Children's Ward and MS on a routine basis. Inspection sheets are on file in Food ServiceMgr's office.
14.     All refrigerator thermometers are checked daily to see that proper temperature ismaintained. Refrigerators in the main kitchen have an automatic signaling device that alerts Food Service Personnel when temperatures are too high. Temperature charts are recorded twice daily.
15.     Proper methods of storage are used. All items stored in refrigerators are covered and dated.
16.     Separate cutting boards are used for raw meat, cooked meat, poultry, vegetables. These boards are color coded.



## FOOD SERVICE POLICIES & PROCEDURES

### **SANITATION REGULATIONS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

A REGULATION ADOPTING FOOD SERVICE SANITATION FOR ALL CITIES, TOWNS AND UNINCORPORATED AREAS IN UTAH COUNTY, UTAH.

BE IT ORDAINED BY THE HEALTH COUNCIL OF THE CITY-COUNTY HEALTH DEPARTMENT OF UTAH COUNTY, HAVING JURISDICTION IN ALL CITIES, TOWNS AND UNINCORPORATED AREAS IN UTAH COUNTY, UTAH:

#### SECTION I - PURPOSE OF REGULATION

The purpose of this regulation is to adopt a code relating to food service sanitation within the entire limits of Utah County, Utah and to provide a method of administering the same.

#### SECTION 11 -ADOPTION OF FOOD SERVICE SANITATION REGULATION

The code establishing regulations for the control of sanitary conditions in Food Service - .~abishments, entitled "Food Service Sanitation Manual," adopted by the Utah State Board of Health in 1985 and published by the Utah State Department of Health as regulation in book form is hereby approved and adopted as the Food Service Sanitation Regulations of the City-County Health Department of Utah County, Utah, and by reference made a part of the regulation to the same effect and extent as though said regulations were copied herein in full. Three copies of such code shall be filed for use and examination by the public in the office of the Clerk of Utah County, Utah.

(#450-78 A)

## FOOD SERVICE POLICIES & PROCEDURES

### CAFETERIA HOUSEKEEPING

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

The cafeteria service and dining area will be cleaned and maintained daily by Food Service employees and by Housekeeping employees.

#### PURPOSE:

To provide clean, neat meal environment; customer satisfaction; compliance with sanitary codes.

#### PROCEDURE:

Kitchen - cooking area	Food Service employees
Equipment	Food Service employees
Dock - parking lot	Food Service employees
washing tables	Food Service employees
Dining area -floors	Housekeeping

## FOOD SERVICE POLICIES & PROCEDURES

### **SANITATION/CLEANING**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

The Food Service Department maintains a sanitation program which meets all applicable health regulations.

#### PURPOSE:

All equipment and furnishings, and interior walls and windows are cleaned by an acceptable method.

Trash is removed.

The department is neat and tidy.

Cleaning schedules are posted.

In-service training is given to employees about sanitation and cleaning.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES CUTTING BOARDS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

POLICY:

All procedures followed for cleaning floors, walls, equipment are outlined in the Food Handling/Housekeeping/Sanitation Manual and/or Chemical-Detergent Vendor's Manual. They are available to employees.

PURPOSE:

To protect the food supply through proper cleaning and sanitation methods.

To insure consistency and thoroughness in all cleaning procedures.

## FOOD SERVICE POLICIES & PROCEDURES

### **CUTTING BOARDS, USE/CARE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 3/03

\*Cutting boards are color coded, do not use the ones for raw meat for anything other than raw meat.

\*Vegetable cutting boards are color coded - use them as labled.

\*Rinse immediately after use. Run through the dishmachine to be sterilized.

\*Dry thoroughly in air dry situation before storing. Do not towel dry.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES TRANSPORT TRUCK**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### DAILY:

- 1 .      Wipe any spills immediately.
2.      Remove all pans, trays, etc. and take to dish room for cleaning.
3.      Wipe out and sanitize.
4.      Take transport carts to cart clean area after each meal. Empty, clean and sanitize.

#### WEEKLY:

- 1 .      Sweep out
2.      Wipe down walls with hot soapy water.
3.      Clean floor with cleaning solution
4.      Sanitize with steam hose

#### BI-WEEKLY:

- 1 .      Wash outside of truck.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES MEAT SLICER**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.     Equipment Required:
  - a.    Double compartment plastic pail.
  - b.    Cellulose sponges
2.     Collect equipment required
3.     Product to use
  - a.    T-San
4.     Procedure:
  - a.    Unplug slicer; besides the electrical hazard, serious injury could result if motorwere to start while working near blade.
  - b.    Immediately after use, take all removable parts to pot-sink for washing andsanitizing according to manual pot-washing instructions.
  - c.    Fill both compartments of pail with warm water. To the wash compartment, addT-San in the ratio of 2 oz. per gallon of water. To the rinse side, add lodet in theratio of % oz. per gallon of water.
  - d.    Use wash solution and cellulose sponge to scrub all stationary parts of slicer.  
  
        Pay particular attention to corners, handles and hard-to-get-at places.
  - e.    Sanitize, using clean sponge dipped in rinse solution and squeeze nearly dry.  
  
        Dip and wring sponge frequently to sure sanitizer contacts all surfaces.
  - f.    Reassemble slicer.
  - g.    Replace plug.
5.     Clean and return all equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES COFFEE URNS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### DAILY:

1. Always rinse urn immediately after each use.
2. Add small quantity of hot water, brush sides and rinse with hot water until it runs clean. Urn is now ready for next batch.
3. At end of each day, clean and brush urn several times, then rinse thoroughly with hot water.
4. Remove clean-out cap at end of coffee faucet (or take apart faucets which have no caps) and scrub pipe leading to center of urn. Clean urn gauge glass with brush and urn cleaner. Rinse!
5. Scrub the faucet, then rinse it thoroughly with hot water.
6. Place a gallon or more fresh water in urn until next use.
7. Remove cover and clean. Replace cover and leave it partly open.
8. Always remember to empty and rinse the urn with boiling water Before using again.

#### SEMI-WEEKLY:

1. Be sure outer jacket is % full of water.
2. Turn on heat and fill urn liner % full of water; use only urn cleaning compounds, following manufacturer's directions; mix thoroughly and let stand 30 minutes.
3. Clean gauge glasses, faucet pipe, plugs, etc., using long thin brush. Use urn cleaning solution for scrubbing. Take faucet valve apart and clean thoroughly. Clean all tube well.
4. Scrub inside of urn and inside of cover with long handled brush. Be sure to clean "lug nut" in base of urn liner.
5. Rinse inside of urn three or four times with hot water -- scrubbing each time. Also rinse parts well. Rinse until all traces of foreign odor and cleaning solution are gone.



6. Leave a gallon or more fresh water in urn with cover partly open until next use. If cold water is used, allow urn to cool to prevent cracking liner.
7. Urn baskets may be cleaned by immersing in urn cleaner solution and scrubbing with a stiff brush. Rinse thoroughly and let dry. Sprayheads should be checked to see that all holes are open.
8. Don't use soap, scouring powder, or abrasives to clean coffee brewing equipment.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES BROILERS & RANGES**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.     Equipment required:
  - a. Double compartment plastic pail
  - b. Nylon brush
  - c. Cellulose sponges.
  - d Metal scraper
2.     Collect all equipment required.
3.     Product to use
  - a. Oven cleaner
4.     Procedure:
  - a.    When unit is cool enough to work with, take removable parts to pot sink for washing and sanitizing according to manual pot washing instructions.
  - b.    Fill both compartments of pail with warm water. To the wash compartment, add oven cleaner in the ratio of 1 oz. per gallon of water.
  - c.    Remove hard soils from stationary part with metal scraper. Pay special attention to corners and other hard-to-get-at places. Use nylon brush for baked on dirt.
  - d.    Scrub with detergent solution, applied with cellulose sponge.
  - e.    Rinse with clean sponge wrung out in clear rinse water.
  - f.    Be sure entire exterior and area underneath and behind equipment is cleaned. Failure to do so can cause odor development.
5.     Clean and return all equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES TABLES & CHAIRS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### 1 . Equipment required:

- a. Two shelf service cart
- b. Two-double compartment plastic pails
- c. Two cellulose sponges
- d. Nylon brush
- e. Clean cloths
- f. Plastic bag
- g. Full salt and pepper and sugar shakers

#### 2. Collect equipment required.

#### 3. Product to use:

- a. Neutral cleaner - wash
- b. T-San - rinse

#### A. Procedure:

- a. Fill both sides of plastic bucket with warm water. To the wash compartment, add neutral cleaner in the ration directed on label. To rinse compartment, add T-San in the ration directed on label. Use separate sponges for wash and rinse solutions.
- b. Place one gallon of water in wash compartment of second pail. Add neutral cleaner.
- c. Place plastic bag in rinse compartment of second pail and add 1 cup water. This bucket will be used for emptying and washing ashtrays.
- d. Place clean, filled shakers and clean cloths on second shelf of cart.
- e. Take care to table to be cleaned.
- f. Empty ashtrays into plastic bag. Add more water, if necessary, to keep

ashes wet.

- g. Wash ashtrays with detergent solution and dry with clean cloth.
- h. Wash tables and chairs using clean sponge and detergent solution in first pail. Use brush on stubborn soils. Pay special attention to edges and lower sides of table tops.
- i. Rinse table and chairs with sanitizing rinse solution. Wipe dry with clean cloth.
- j. Clean salt, pepper and sugar shakers. Replace empty salt and pepper shakers with full ones.
- k. Tie top of plastic bag and place in trash-container. Make sure ashes are thoroughly wet before closing bag.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: REFUGE RECEPTACLES**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.      Equipment required
  - a.    High pressure power washer/sprayer
  - b.    Nylon hand brush
2.      Collect equipment required
3.      Product to use
  - a.    Neutral cleaner - 2 oz. per gallon.
  - b.    T-San as a rinse/disinfectant - 1 oz per gallon.
4.      Procedure
  - a.    Turn on high tempered water. Water temperature should be a minimum of 160F
  - b.    Place can upright position.
  - c.    Spray wash interior of can to dislodge all soil, use brush if necessary.
  - d.    Spray again directly against all surfaces.
  - e.    Flush and drain.
  - f.    While can is draining, wash outside of can.
  - g.    Flush and drain.
  - h.    Store cans in inverted position to air dry.
  - i.    Hose down surrounding walls and floors. Squeegee floor.
5.      Clean and return equipment to proper storage area.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: SINKS AND DRAIN BOARDS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

- 1        Equipment required:
  - a.    Double compartment plastic pail
  - b.    Nylon brush
  - c.    Cellulose sponges
  - d.    Clean cloths
2.       Collect all equipment required
3.       Products to use:
  - a.    Neutral cleaner
  - b.    T-San
4.       Procedure
  - a.    Fill both sides of plastic bucket with warm water. To the wash compartment, add neutral cleaner in the ratio of 1 oz. per gallon of water.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: SHELVES/CABINETS**

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

1.     Equipment Required:
  - a.    Double compartment plastic pail
  - b.    Cellulose sponges
  - c.    Clean cloths
2.     Collect all equipment required
3.     Products to use
  - a.    Fill both compartments of pail with warm water. To the wash compartment, add FSD-4 in the ratio of 1 oz. per gallon of water. To the rinse side, add "in the ratio of % oz. per gallon of water. Use separate sponges for wash and rinse compartments.
  - b.    Remove all items from shelves.
  - c.    Scrub all exposed surfaces with detergent solution, using clean cellulose sponge. Pay particular attention to doors, tracks, hinges and under shelves.
  - d.    Dip a clean sponge in sanitizing rinse solution and wipe down all surfaces. Dip and wring sponge frequently so that sanitizing solution contacts all surfaces.
  - e.    Dry surfaces with a clean cloth.
4.     Clean and return all equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: REACHIN REFRIGERATOR**

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

1.     Equipment Required:
  - a.    Double compartment plastic pail
  - b.    Clean cellulose sponges
  - c.    Nylon brushes
2.     Collect all equipment required
3.     Products to use:
  - a.    Neutral cleaner
  - b.    T-San
4.     Procedure:
  - a.    Fill double compartment plastic pail with warm water. Add FSD-4 to wash compartment at a ratio of 2 oz. per gallon of water. Add Iodet to rinse compartment at a ratio of 1/2 oz. per gallon of water.
  - b.    Remove contents to protected temporary storage. There should be no delay in procedure once the contents are removed so they may be readily returned.
  - c.    Remove shelving to sink for thorough cleaning and sanitizing.
  - d.    Rinse well with clear tap water, then sanitize with second sponge from sanitizer solution.
  - e.    Scrub inside of box thoroughly using clean sponge with detergent solution. Special attention should be given to corners, doors, openings, gaskets, hinges, catches and floors of wax.
  - f.    With cellulose sponge, rinse down interior with clear tap water so that traces of cleaning solution are removed.
  - g.    Using second cellulose sponge from sanitizer solution, wipe down entire area to sanitize and prevent mold.
  - h.    Return shelving and contents.



- i. Wash exterior of refrigerator, using damp sponge from detergent solution. Rinse with sponge and clear tap water. Dry with clean cloth.
- 5. Clean and return equipment to proper storage area.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: WET MOPPING**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### 1 . Equipment Required:

- a. Double bucket with mop press
- b. Two stage dolly
- c. Two clean mops
- d. Coving brush
- e. Scraper

#### 2. Products to use

- a. Samson -Neutral Cleaner

#### 3. Procedure:

- a. Move equipment to clear as much space as practical to prepare for mopping.
- b. Follow manual sweeping procedures.
- c. Pry up sticky substances with scraper.
- d. Fill pails with warm water. Add G.S.C. to wash pail from automatic fill. Turn on water and press the button. Mop buckets should be permanently marked to indicate proper water level. A paint circle inside the bucket is the easiest method. Use one clean mop with detergent solution second one with rinse water.
- e. Place warning signs ahead and behind of area being mopped. Serious accidents can be prevented with proper precautions.
- f. Apply solution, starting at far end and working forward. Mop along the coving on baseboard first. Allow solution to remain while putting down detergent solution on additional part of room or area. Work approximately 100 sq. ft. (10x 10) sections at a time. It is important that the detergent solution have an opportunity to loosen and float any soil present for maximum soil removal. Wringer pressure should be used to remove most excess water.

- g. Mop all corners using the heel of the mop. On floor surfaces which are heavily soiled, a deck or coving brush must be used. Mop should not be forced into corners, against the cove or baseboard. This prevents soil and solution from accumulating on the cove or in corners.
- h. Mop areas using a side stroke keeping the mop flat. Do not roll the mop.

Avoid push-pull strokes, except in restricted places where a scrubbing action is needed. Avoid striking the mop against walls and furniture to prevent splatter.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: MOPPING EQUIPMENT**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.     Equipment Required:
  - a. Nylon hand brush
2.     Products to use:
  - a. Neutral cleaner
3.     The equipment lasts longer and produces better results if properly cleaned and rinsed before storage. Proper care of mops and other equipment after use must be considered apart of the routine floor procedure itself.
4.     Procedure: Cleaning Mops
  - a.    Thoroughly rinse mops in the sink under running warm water.
  - b.    Place two gallons of warm water in wash pail and add % oz. of neutral cleaner.
  - c.    Immerse mops in this solution. Wash thoroughly and rinse with clear tap water.
  - d.    Compress mop with gear press as dry as possible.
  - e.    Place mops in mop rack to dry with mop head down. Trim any loose or long strands. Mophead should not rest on floor or against wall while stored. If possible, hinges should be positioned so that any remaining moisture will drip onto floor sink or drain.
5.     Cleaning wringer
  - a.    Rinse with warm water.
  - b.    Dip brush in detergent solution in wash pail and scrub wringer to remove soil residue.
  - c.    Rinse and allow to dry.
6.     Cleaning Dolly
  - a.    Dip brush in detergent solution in wash pail and scrub surfaces

with hand brush.

- b. Remove mop strands and clean the casters.
- c. Rinse and allow to air dry.

7. Clean mop pail

- a. Using the solution remaining in the wash pail, scrub surfaces of pails thoroughly, inside and out.
- b. Rinse thoroughly and invert to air dry.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: ICE MACHINE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### GENERAL RULES:

- 1 .      Wash hands before handling ice scoop.
2.      Do not touch bowl surface of ice scoop.
3.      Do not handle ice with hands.
4.      Do not return unused ice to ice machine.
5.      Keep access doors closed except when removing ice.
6.      Keep all extraneous equipment from machine.
7.      Place ice scoop on hook or tray to air dry.
8.      Keep all food and equipment off ice machine.
9.      Wash ice scoop in dishwasher at end of each day.

#### CLEANING OF ICE MACHINE:

- 1 .      Disconnect unit.
2.      Remove and discard all ice.
3.      Allow chest to warm to room temperature.
4.      Use a fresh soap or detergent solution.
5.      Use clean rags or disposable wipes to scrub surfaces. Pay particular attention to door tracks, guides and gaskets
6.      Rinse all surfaces with clear water.
7.      Rinse compartment again with solution of 1 tsp. chlorine bleach with one gallon of water
8.      Allow to dry.
9.      Resume service.

#### CLEANING OF ICE MACHINE - QUARTERLY:

1. Disconnect machine, discard ice.
2. Take off all removable parts.
3. Thoroughly clean the machine and parts.
4. Check to determine if any components need repair.
5. Insure the presence of an air gap at inlets for water.
6. Inspect for insect or rodent infestation under the unit and treat if necessary.
7. Check gasket around door for evidence of possible leakage or dripping of contaminants into ice chest.
8. Circulate chlorine solution through machine, ice making and storing system. Follow instructions on back panel of ice machine.

## FOOD SERVICE POLICIES & PROCEDURE

### **CLEANING PROCEDURES: CLEANING EQUIPMENT**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

All small equipment used for cleaning should be kept in the Janitor's closet.

Broom should be kept hung up when not in use. If it is necessary to wash out broom, it should be thoroughly dried before using again.

Brushes should be kept clean and dry and hung up when not in use.

Wet mops should be washed out thoroughly in hot water, then rinsed, wrung out and hung up to dry.

Mop buckets and wringers - after each mopping, leave this equipment thoroughly rinsed out. Keep both wringer and buckets clean and dry.



## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: OVENS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

ALL OVENS SHOULD HAVE THE DECKS SCRAPED OUT AT THE END OF EACH DAY.

It is a good plan to wipe them out with a grill screen.

The oven fronts should be washed off at the end of each day with a soap and water solution.

A carbon formation can be removed with steel wool and soap and water.

Combi is to be cleaned every other day.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: griddles**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1. Equipment Required:

- a. Scraper
- b. Pitcher of hot water
- c. Rags
- d. Clean cloth
- e. Rubber gloves

2. Collect all equipment required

3. Products to use:

- a. Grapefruit juice

4. Procedure:

- a. After use, scrape grill with scraper. Allow grill to cool. Surface should be cool enough to permit placing hand on surface to prevent warping when cleaning process is started. Empty drip pan.
- b. Pour grapefruit juice over surface of grill.
- c. Turn on grill. Bring juice to a boil, adding hot water as necessary to keep surface covered with wet solution.
- d. Turn off grill. Agitate with scraper until dark deposit loosens. Scrape into grease trough.
- e. Mop with rags. Discard rags after use.
- f. Rinse thoroughly.
- g. Dry grill with clean cloth.
- h. Rub down grill surface with cooking oil. Wipe off excess oil.
- i. Empty drip pan (handle carefully).
- j. Wash drip pan with detergent solution. Rinse with clear water and

replace.

5. Clean and return all equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: TOASTER**

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

#### 1. Equipment Required:

- a. Double compartment plastic pail
- b. Cellulose sponges
- c. Clean cloths

#### 2. Collect all equipment required

#### 3. Procedures:

- a. Unplug toaster. Do not flood cord, plug or electrical parts of toaster. Wetting of electrical parts can cause damage.
- b. Fill both compartments of pail with warm water. To the wash compartment, add f-SD4 in the ratio of 1 oz. per gallon of water. Use separate sponges for wash and rinse compartments.
- c. Remove and empty crumb tray.
- d. Wash tray with sponge dipped in detergent solution.
- e. Rinse tray with clear water and dry with clean cloth.
- f. Dip sponge in detergent solutions and squeeze nearly dry. Wipe down exterior of toaster. Do not allow solution to run down interior of toaster.
- g. Rinse exterior with sponge dipped in clear water and squeeze nearly dry.
- h. Wipe dry with clean cloth.
- i. Replace crumb tray.
- j. Plug in cord.
- k. Use stainless steel polish after cleaning, and polish the exterior of the toaster.

#### 4. Clean and return equipment to proper storage area.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: STEAM KETTLES**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### 1. Equipment Required:

- a. Long handled vat brush
- b. Nylon hand brush
- c. Valve brush

#### 2. Collect all equipment required

#### 3. PROCEDURE

- a. Be sure steam is turned off.
- b. Empty kettle and leave valve open.
- c. Rinse thoroughly with clean warm water. Brush heavy food loose with vat brush while rinsing. Do not use hot water. It will bake soils on rather than remove them.
- d. Close drain valve.
- e. Add approximately one gallon of warm water and 2 oz. Neutral cleaner to kettle.
- f. Brush detergent solution over entire area (inside and out) of kettle. Be sure to scrub supporting frame and pipes.
- g. Lift drain valve stopper out of valve body. Brush with valve brush as detergent solution drains.
- h. Replace valve to closed position.
- i. Add approximately three gallons of warm water to kettle.
- j. Using vat brush, rinse entire kettle (inside and out).
- k. Remove drain valve. Brush valve and outlet while kettle is draining.
- 1. Repeat steps h, 1, j and k.
- m. Replace valve to open position.

5. Clean and return equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: STEAMERS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1. Equipment Required:

- a. Double compartment plastic pail
- b. Nylon brush
- c. Cellulose sponges
- d. Metal scraper

2. Collect all equipment required

3. Products to use:

- a. Neutral cleaner

4. Procedure:

- a. When unit is cold enough to work with, take removable parts to pot sink for washing and sanitizing according to manual pot washing instructions.
- b. Fill both compartments of pail with warm water. To the wash compartment, add in the ratio of 2 oz. per gallon of water. Use separate sponges for wash and 4~i 'ns"ecompartments.
- c. Remove hard soils from stationary parts with metal scraper. Pay special attentionto corners and other hard-to-get-at places.
- d. Scrub with detergent solution, applied with cellulose sponge.
- e. Rinse with clean sponge wrung out in clear rinse water.
- f. Replace removable parts.

5. Clean and return all equipment to proper storage.

NOTE:

Be sure entire exterior and area underneath and behind equipment is cleaned. Failure to do so can cause odor development.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: STAINLESS STEEL**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### 1. Equipment Required:

- a. Double compartment plastic pail
- b. Cellulose sponges
- c. Nylon brush
- d. Clean cloths

#### 2. Collect all equipment required

#### 3. Products to use:

- a. Samson - neutral cleaner
- b. T-San

#### 4. Procedure:

- a. Fill both sides of plastic bucket with warm water. To the wash compartment, add neutral cleaner in the ratio of 1 oz. per gallon of water. To the rinse compartment, add sanitizer in the ratio of 1/4 oz. per gallon of water. Use separate sponges for wash and rinse solutions.
- b. Wash a small area of the surface at a time with sponge dipped in detergent solution. Use brush for stubborn soils and hard to reach places. Washing a small area at a time will prevent the solution from drying on the surface. Drying will cause streaking.
- c. Squeeze sponge as dry as possible and wipe off wash solution.
- d. Rinse the washed area with clean sponge dipped in sanitizing rinse solution and squeeze nearly dry. Dip and squeeze sponge frequently so that sanitizer is applied evenly over entire surface.
- e. Wipe dry with clean cloth. This will prevent excess solution from drying on the surface.

#### 5. Clean and return cleaning equipment to proper storage.



## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: WIPING CLOTHS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Wiping cloths used on dinnerware, food-contact surfaces and non-food contact surfaces shall meet Food Service regulations as set forth by Utah State Department of Health.

#### PROCEDURE:

- 1 .      Each area that uses wiping cloths for food-contact surfaces shall have a container for storing wiping cloths between uses containing a solution of 1 gallon of water to 2 tablespoons of chlorine bleach. This solution shall be changed twice a day and more if needed. Cloths, after using, shall be rinsed out with clean water and returned to sanitizing solution for storagebetween usage. These cloths should be used for no other purpose.
2.      Wiping cloths used for non-food-contact surfaces such as equipment, shelves, dining tables, shall be stored in a separate container containing solution of 1 gallon water to 2 tablespoons chlorine bleach. This solution shall be changed as needed. Cloths, after using, shall be rinsed with clear water and returned to sanitizing solution for storage between usage. These cloths should be used for no other purpose.
3.      Equipment, shelves and areas that need washing prior to sanitizing shall be washed with a solution of water and cleaner concentrate using dilution chart found on each cleaner container with a separate cloth and then wiped down with appropriate cloths as stated in procedure 1 & 2.
4.      If chlorine bleach is not available, a solution may be made using an iodine sanitizer such as T-San or A-33. Use dilution chart found on container of solution.
5.      Test strips shall be used twice daily on each solution container. Chlorine test strips shall read 100ppm and iodine test strips shall be read at 25ppm (parts per million). These results are to be recorded.
6.      After sanitizing, all equipment and utensils shall be air dried.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: POTS AND PANS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

- 1        Equipment Required:
  - a. Heavy rubber gloves
  - b. Suitable nylon brushes
  - c. Dull metal or plastic scraper
  - d. Non-metallic scouring pads
  - e. Long-handle mesh basket
  - f. Cellulose sponge
2.        Product to use:
  - a. Liquid detergent
  - b. T-San
3.        Preparation for washing pots and pans:
  - a.    Fill all 3 sinks with hot (1400 to 1600F) water. To the first sink, Dufome is added directly from the can. Fill can by pressing button % oz. Iodet for each gallon of water.
  - b.    As soon as possible after use, take soiled pots, pans and utensils to pot washing area. Remove heavy soils with scraper and deposit in waste cans or disposal. Place ware in sink and soak. Remove as much loose soil as possible so that detergent solution does not become loaded with soil too quickly.
  - c.    Wearing heavy rubber gloves, thoroughly scrub all ware with nylon brush. (Use non-metallic scouring pds to remove stubborn soils). Wash small utensils and place them in mesh basket. Change solution in wash sink as soon as it becomes dirty. Too much soil in the solution reduces the efficiency of the detergent and makes washing difficult.
  - d.    Rinse all detergent from ware in second sink. (Submerge basket containing small utensils and shake gently to create turbulence for better rinsing). Change water in second sink often to prevent carry-

over of detergent into third sink.

- e. Sanitize all ware by submerging completely in rinse sink for 3 minutes. If utensils are too large to submerge completely, rotate utensils while in sink so that sanitizing solution contacts all surfaces.
  - f. Remove ware from sink and place on drainboard, tipped in such a way that solution will drain completely. Allow to air dry.
  - g. Remove ware to proper storage area until next use.
4. When washing is completed:
- a. Drain sinks. While draining, scrub sinks and drainboards thoroughly with nylon brush, using detergent solution remaining in wash sink.
  - b. Rinse with clear water applied with cellulose sponge.
  - c. Rinse scrapers, brushes, etc., and place to air dry.
5. Clean and return equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: DISHMACHINE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1 .Equipment Required:

- a. Double compartment plastic pail
- b. Nylon brushes
- c. Clean cloths
- d. Water hose on Control-A-Matic

2.    Product to use:

- a. Neutral Cleaner
- b. T-San

3.    When dishwashing is completed:

- a.    Turn off conveyor
- b.    Turn off steam valves
- c.    Turn off pump motors
- d.    Open drain valves
- e.    Open machine doors and remove curtains - leave doors open. Scrub curtains with A-33 solution remaining in soak tank, using a nylon bristled brush. Rinse curtains thoroughly with clear water and hang outside machine to dry. It is important to wash and dry curtains each day to prevent mold growth and prolong the life of the curtain.
- f.    Remove and rinse the wash arms. Poke out any particles from the spray nozzles.
- g.    Remove and wash strainers. Do not strike strainers against hard surface and remove debris. This will bend edges and allow debris to enter tanks and pumps.
- h.    Hose down interior of machine - use a nylon brush if necessary to dislodge any particles or soil.

4. Wash exterior of machine with FSD-4 solution, 1 oz. per gallon of water, and wipe dry with clean dry cloth.
5. Clean and return equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: ELECTRIC MIXERS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.     Equipment Required:
  - a. Double compartment plastic pail
  - b. Nylon brush
  - c. Cellulose sponges
  - d. Clean cloths
2.     Collect all equipment required
3.     Products to use:
  - a.    Neutral cleaner
  - b.    sanitizer
4.     Procedure:
  - a.    Immediately after use, take bowl, beaters and all removable parts to pot-sink for washing and sanitizing according to manual pot-washing instructions.
  - b.    Fill both compartments of pail with warm water. To the wash compartment, add neutral cleaner in the ratio of 1 oz. per gallon of water. To the rinse side, add sanitizer in the ratio of 1/4 oz per gallon of water
  - c.    Use sponge and detergent solution to thoroughly scrub all stationary parts of mixer. Pay particular attention to underside of head, corners, handles and underneath roller rims.
  - d.    Rinse thoroughly with sponged dipped in sanitizing rinse solution and squeezed nearly dry. Dip and wring sponge frequently so all parts are sanitized.
  - e.    Dry with clean cloth.
  - f.    Replace removable parts.
5.     Clean and return equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: FRYERS**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### Equipment Required:

- a. Rubber gloves
- b. Long handled nylon brush
- 2. Collect all equipment required
- 3. Products to use:
  - a. Oven cleaner
- 4. Procedure:

#### NOTE:

Oven cleaner is a strong alkaline material. Be careful - avoid splashing on hands, skin and eyes. Rubber gloves should be worn.

- a. Drain kettle. If grease is to be re-used, it should be stored in a clean container or if being filtered, left in the filter reservoir while kettle is being cleaned.
- b. Flush kettle thoroughly with hot water to remove as much loose grease as possible.
- c. Close drain valve and fill tank with warm water. Add oven cleaner (3 oz. per gallon water). Be sure to bring cleaning solution to level above grease ring.
- d. Turn on heat. Bring solution to rolling boil and hold at this temperature for 30 minutes.
- e. While solution is boiling, use long-handled brush and scrub down drainboards, wire grids, backsplash panel, etc.
- f. Exhaust solution to drain.
- g. Rinse thoroughly with hot water and exhaust to drain.
- h. Exhaust solution to drain.
- i. With drain open, rinse thoroughly with clear, hot water and allow to air dry.

- j. Close rain valve.
  - k. Refill kettle with fat.
5. Clean and return equipment to proper storage.



## FOOD SERVICE POLICIES & PROCEDURES

### **CLEANING PROCEDURES: FOOD CHOPPER**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1 . Equipment Required:

- a. Double compartment plastic pail
- b. Nylon brush
- c. Cellulose sponge

2. Collect all equipment required

3. Products to use:

- a. Neutral cleaner
- b. Sanitizer

4. Procedure:

- a. Unplug machine. Although the chopper is equipped with safety switches to prevent starting while the blade guard is removed, it is better to take extra precautions.
- b. Immediately after use, take all removable parts to pot-washing area for washing and sanitizing according to manual pot-washing instructions.
- c. Fill both compartments of pail with warm water. To the wash compartments, add FSD-4 in the ratio of 2 oz. per gallon of water. To the rinse side, add Iodet in the ratio of % oz. per gallon of water. Use separate sponges for wash and rinse compartments.
- d. Using wash solution and nylon brush, thoroughly scrub all stationary parts of machine.
- e. Rinse with sanitizing solution, using clean sponge. Be sure to apply sanitizing solution to knives and all parts that can come in contact with food.
- f. Replace removable parts.

5. Clean and return equipment to proper storage.

## FOOD SERVICE POLICIES & PROCEDURES

### WASTE DISPOSAL

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### A. GENERAL

1. All garbage containers will be lined with plastic bags. Double bagging is prohibited.
2. All garbage containers will be covered at all times with a tight fitting cover.
3. All plastic and metal cans will be washed daily in an approved manner.
4. All metal garbage bag frame type holders will be washed weekly.
5. All garbage bags will be tied closed securely, either using the top edges of the bag or by using a plastic closing device.
6. All functions required by this procedure are the responsibility of the utility man assigned.
7. Cardboard boxes are broken down and placed in the cardboard compactor as they become empty. They are not accumulated for any reason.

#### B. MAIN KITCHEN

1. All garbage containers will be emptied as soon as full. No garbage should be left in the containers overnight. All bags of garbage must be placed in the dumpster provided for that purpose after being tied shut securely. No garbage should be allowed to spill on the floor.
2. A clean plastic liner must be put in place when the old bag is removed. No employee should use a pail not containing a liner.

#### C. CAFETERIA

1. Pails are provided for tray garbage. They must be emptied as often as necessary to prevent overflow of garbage onto the floor.
2. Garbage bags and holders are provided at various locations in the Cafeteria Dining Room.
3. Above equipment will be handled as for similar equipment listed in B

above for the main kitchen.

#### D. GARBAGE AREA

- 1 . This area must be kept neat and clean.
2. It is cleaned daily and steam cleaned at least weekly.
3. Garbage is placed in compactor which is emptied by contracting firm on an as needed basis.

All waste is continually removed from the kitchen area throughout the day by Dietary Porters. All waste should be placed in covered refuse containers and the bag should be tied when it is necessary to change the plastic bag. The waste is placed in the compactor which is emptied as needed by the contracted firm.

## FOOD SERVICE POLICIES & PROCEDURES

### **PEST CONTROL**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

There is a regular pest extermination and control program. The department will be inspected regularly to determine and correct access areas for the pests from the outside. Dumpsters will be secured from access by pests. Screens will be maintained on windows and doors.

#### PURPOSE:

To protect the food supply.

#### PROCEDURE:

See the following page for Utah State Hospital Pest Control Procedure.

- 
1. Assess the needs for evacuation. Unless the Cafeteria and kitchen is seriously damaged, the Cafeteria in the Rampton Building will be considered as a relocation site for patients and staff.
  2. If Cafeteria is damaged and the disaster has occurred during a meal service time, all available Food Service Staff will assist Unit Staff and Patients in Exiting the Building.
  3. All Staff should know where evacuation maps are posted and where all exits are located.
  4. If evacuating building, any supplies available should be gathered as time allows.
  5. Notify Command Center of status and proceed as directed.  
( Example: Blankets, staff needed, AWOL status, transportation needs)

TEMPORARY EVACUATION LOCATION: Parking Lot area East of Cafeteria

EXTENDED EVACUATION LOCATION: As directed by Command Center

## **FOOD SERVICE EMERGENCY PREPAREDNESS PLAN**

### Policy:

Food Services is prepared to meet the nutritional need of patients and staff during a disaster.

### Procedure:

In case of a disaster, the Dir. of Food Services, Food Service Manager, and or the Dietitians are notified. Management staff in Food Services checks the extent of damage to facilities and equipment, electricity, natural gas, water, etc. Food on hand is inventoried and evaluated, and orders are placed immediately for any apparent and anticipated needs.

### **TURN TWO-WAY RADIO TO CHANNEL 2-E OR 13**

Take a Staff count and a Patient Industrial count. Return patient industrials to their respective units when possible, or arrange with unit and patient to keep with Food Service Staff.

#### **1. Food to be kept on hand includes:**

- 1.1 Two week supply of most semi-perishable items (based on average patient census).
- 1.2 One month supply of canned goods and non-perishable items.
- 1.3 Two week supply of meat.
- 1.4 One week supply of produce.
- 1.5 Three day supply of fresh milk and bread. Several days supply of powdered milk.

If water service is disrupted, disposable dishes and utensils will be used. A checked water supply will be used for cleaning utensils, pots, pans, etc.

#### **2. In case of a disaster affecting the Hospital or the entire area:**

- 2.1 Sandwiches will be made with canned meat, tuna, cheese, cooked sliced ham, turkey, etc.
- 2.2 Bread will be used as long as possible and make fresh while needed ingredients remain available and equipment is working.
- 2.3 Canned fruit will be used as long as it lasts. Canned vegetables, tomatoes, juices, etc. will be served'. along with fresh produce as available.
- 2.4 Powdered milk will be used after the fresh milk is gone. High protein

supplements could be used when available. Sustical, Ensure or a like product will be used to supplement other food items where available.

3. Phone lines will be kept open. Only emergency use will be authorized
4. Regular communication with the Command Center will be initiated and their directions followed.

## FOOD SERVICE POLICIES & PROCEDURES

### INFECTION CONTROL/SAFETY

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

To provide dietary services in an environment that is maintained at optimum levels of infection control and sanitation through implementation of policies established by the Infection Control Committee and in compliance with established federal, state and local dietary standards, and to comply with safety regulation established by the Life Safety Committee for all areas of the Hospital and especially in dietary services.

#### PURPOSE:

To establish policies and procedures concerning infection control and safety, to review them at least annually and to update them as necessary.

### CLEANING PROCEDURES GENERAL

\*Sanitizer or bleach is used for sanitizing purposes.

\*Cutting Boards; Boards used for meat must be washed in machine after use. Boards used for fruits and vegetable must be rinsed between uses and sanitized at end of day by washing in machine.

\*Dirty Dishes: All dirty dishes are to be taken to dish washing area for scraping and machine washing.

\*Flatware, Wash in soapy water, rack and run through dishwasher.

\*Scales, blenders, mixers, grinders and slicers: Wash and sanitize after use or daily, depending on item. Keep covered when not in use.

\*Wash and sanitize the following daily: Counters and back panels and counter sides, refrigerator and cupboard doors, drain mats, sinks, and can openers.



## FOOD SERVICE POLICIES & PROCEDURES

### CLEANING PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

To provide dietary services in an environment that is maintained at optimum levels of infection control and sanitation through implementation of policies established by the Infection Control Committee and in compliance with established federal, state and local dietary standards, and to comply with safety regulation established by the Life Safety Committee for all ears of the Hospital and especially in dietary services.

#### PURPOSE:

To establish policies and procedures concerning infection control and safety, to review them at least annually and to update them as necessary.

#### SAFETY

There must be proper ventilation and adequate lighting and temperature control. Equipment must be checked for electrical and mechanical safety each day prior to use. Any equipment found defective must be removed from use, repaired and rechecked. Defects in the electrical system must be reported immediately to the plant service department. Plumbing and mechanical difficulties must also be reported to the plant services department. Work areas must be kept neat and orderly.

All dietary personnel must be well trained in the handling, care and use of department equipment and facilities as well as operation thereof. Manufacturer's safety instructions must be on the equipment in view of the operator and on file in the department. Where electrical, mechanical, chemical and other hazards are present, personnel must be warned of the dangers and possible consequences; they must be instructed in how to prevent and avoid accidents and in emergency measures to take in the event of an accident.

Accidents must be reported in writing according to established procedures. Employees are sent to nurse practitioner for first aid and then treated in an emergency room of a local hospital.

The following must be reported to the supervisor:

Defective equipment and facilities.

Any accident or injury no matter how slight.

Cuts, sores, rashes, coughs, respiratory or gastrointestinal infection

Unsafe conditions; broken furniture, glass, or dishes; frayed cords; faulty plumbing, etc.

Defective light switches, burnout light bulbs, shorts in circuits.

Any time glass or china breaks near food

Follow safety rules in the use of knives; Cut away from body, keep knives in their holders when not in use, do not put knives in sink, use cutting boards when cutting food, keep knives sharpened, do not use knives as can openers.

## FOOD SERVICE POLICIES & PROCEDURES

### CLEANING PROCEDURES

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

#### POLICY:

To provide dietary services in an environment that is maintained at optimum levels of infection control and sanitation through implementation of policies established by the Infection Control Committee and in compliance with established federal, state and local dietary standards, and to comply with safety regulation established by the Life Safety Committee for all areas of the Hospital and especially in dietary services.

PURPOSE: To establish policies and procedures concerning infection control and safety, to review them at least annually and to update them as necessary.

#### PROCEDURE:

Department personnel must fulfill all pre-employment and annual health requirements such as required lab work, chest x-ray, physical exam, and cultures when required, and general health requirements according to regulation established by the administration and the Infection Control Committee. In addition to routine lab work, department personnel may be required to have a throat culture. An annual health survey is required for all employees, and hospital-wide inoculation against epidemics shall be carried out through the employee health nurse and directed by the administration and/or medical staff.

No employee may report to work with an upper respiratory or gastrointestinal infection or contagious disease. Anyone with a suspected or diagnosed contagious disease or infection must be checked and released by a physician prior to returning to work. The physician's certification of the employee's health status shall be in writing and presented to the Food Service Director. Any condition that is potentially harmful to other employees or patients, e.g., cough, sore throat, skin rashes, etc., must be checked by health nurse. If the condition is under control and not transmittable to another person, the health nurse may approve the employee returning or remaining on duty. Abrasions and open wounds must be dressed properly at all times.

The nurse practitioner or qualified designated nurse shall be available for employee health counseling and first aid. In case of accident resulting in injury, the employee must be treated as soon as possible on the scene or in ER and an incident report completed according to established procedures. Accidents must

be reported to the supervisor.

## FOOD SERVICE POLICIES & PROCEDURES

### CLEANING PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

To provide dietary services in an environment that is maintained at optimum levels of infection control and sanitation through implementation of policies established by the Infection Control Committee and in compliance with established federal, state and local dietary standards, and to comply with safety regulation established by the Life Safety Committee for all ears of the Hospital and especially in dietary services.

#### PURPOSE:

To establish policies and procedures concerning infection control and safety, to review them at least annually and to update them as necessary.

#### SAFETY

The Food Service Director is responsible for maintaining safety standards. The Food Service Director is responsible for developing safety rules and reviewing these with all new employees. A monthly safety inspection is made in the kitchen and cafeterias.

- 1 . Use dry pot holders, mitts or cloths when handling hot pans. Be sure you have a place to put pans of hot food before they are moved.
2. To prevent spillage, turn handles of pans away from edge of stove.
3. When not in use, oven doors, refrigerator doors, and cabinet doors should be closed.
4. Remove covers from pots so the steam will move away from you.

#### Glassware, China, Floors, General

1. Remove any grease, food or wet spots from the floor immediately.
2. Walk, do not run, in the kitchen area, halls or stairways.
3. Keep your eyes open--watch where you are going.
4. Ask for help when lifting or moving heavy objects. When lifting, use the leg muscles not your back. Bend the knees and keep the back

straight

5. Use a ladder, not a chair, table or box to reach high objects.
6. Use carts to move supplies. Stack trays and dishes in small stacks on carts. High stacks might slide off and either cause expensive breakage or hurt another employee.
7. Discard any chipped or cracked china or glassware.
8. Dispose of all broken glass and china in containers marked for this purpose. Do not put in containers with paper or trash.
9. Pick up broken china or glassware with a brush and pan. Do not use your hands.
10. Pick up foreign objects seen on the floor such as clips, etc.
11. Keep brooms, pails, mops, boxes, etc., out of aisles and emergency exits

## FOOD SERVICE POLICIES & PROCEDURES

### CLEANING PROCEDURES

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

To provide dietary services in an environment that is maintained at optimum levels of infection control and sanitation through implementation of policies established by the Infection Control Committee and in compliance with established federal, state and local dietary standards, and to comply with safety regulation established by the Life Safety Committee for all ears of the Hospital and especially in dietary services.

#### PURPOSE:

To establish policies and procedures concerning infection control and safety, to review them at least annually and to update them as necessary.

### CLEANING OF HEAVY EQUIPMENT

\*Deep fat fryers: strain and clean daily. Change liquid shortening as needed. To clean, follow manufacturers procedure found in maintenance book on shelf near dishroom.

\*Filters: Clean every month by running through dish machine.

\*Grillso Clean after each use by scraping all food off all food residues and buildup on surface. Clean every day they are used with a grill pad and clean cloth.

\*Hoods& Clean monthly with hot soapy water and sanitize.

\*Ovens: Clean monthly with a degreaser according to instructions for use of product. Follow manufacturers procedures found in maintenance book of shelf near dishroom.

\*steam ovens Clean when used with hot soapy water, rinse with hot clear water, sanitize and air dry.

\*Reach in Refrigerators: Wash monthly. Remove everything. Wash shelves in hot soapy water, rinse and sanitize. Wash and sanitize floor and walls.

\*Steam Jacket kettle& Wash with hot soapy water after use, rinse with hot clear water, sanitize and air dry.

\*Walk in freezers and refrigerators& Clean monthly. Take out all food, wash shelves with hot soapy water, rinse and sanitize. Wash floors, walls and ceilings, sanitize and air dry.



## FOOD SERVICE POLICIES & PROCEDURES

### **KNIFE SAFETY**

Date Issued: 8/83    Date Revised or Reviewed: 6/88, 15/89, 96/92, 7/95, 7/98, 11/01, 3/03

#### POLICY:

All cooks shall be issued a set of knives. Common used knives shall be kept in a locked drawer or cabinet.

#### PROCEDURE:

All cooks are issued a set of knives relevant to the needs of the particular cooks. All knives are engraved with the initials of the cook to whom they are issued. Each cook is responsible for the control of his/her knives. Each cook is issued a padlock in order to secure his/her knives in his/her locker.

All common used knives are kept in a padlock drawer for which each cook or prep person carries a key.

No knives are to be stored in cupboards, drawers or other areas that have no means for lockup.

Any knives that are found in areas that are not secured, will be turned into kitchen manager. The person that is responsible for that particular knife will be given a verbal warning. On the second or third offense a 3 day suspension will be given. On the fifth offense the guilty employee will be terminated.

## FOOD SERVICE POLICIES & PROCEDURES

### INFECTION CONTROL

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### GENERAL RULES FOR DIETARY PERSONNEL CONCERNING INFECTION CONTROL AND SANITATION

- \*Doors to kitchen areas must always be kept closed.
- \*Employees may not work if they are sick especially if they have a cold or cough or undiagnosed skin rash or open potentially infectious sore. Any abrasion or open wound must be treated with an antiseptic and properly covered if the employee is allowed to remain on duty.
- \*Coughing, sneezing and clearing mouth or nose is absolutely prohibited near food or dishes. Handkerchiefs are not allowed. Only tissues are permissible and must be discarded. Spitting is absolutely prohibited.
- \*Hands must be kept away from hair, face, nose, and mouth. If it is necessary to touch these areas, hands must be washed.
- \*Hands must be washed with anti bacterial soap and dried with a paper towel before employee leaves restroom; touches food or food handling equipment; and after touching face, hair, stocking, shoes and contaminated equipment.
- \*Foods should not be handled with hands unless absolutely necessary. Gloves, spoons, forks, tong, etc., should be used as much as possible. Fingers must be kept out of foods and dishes. Food tasting is done with plastic disposable spoon and is discarded after each taste. Employees may not eat in food preparation of food service areas. Flatware and cups should be picked up by the handles, plates and bowls by the rims, and glasses by the base.
- \*Gum chewing and smoking are not allowed in kitchen, service areas, or dining room.
- \*Boards used for cutting meats, fish and poultry may not also be used for cutting fruits and vegetables.
- \*Food may never be placed on the floor but always in a clean dry place. All perishables must be stored according to established procedures, proper temperature, and length of time foods may be kept before use. Refrigerators must be kept clean and not overcrowded. There must be proper aeration. Canned goods, staples and paper supplies must be used on a rotation basis with the oldest used first. At least once a year or when taking inventory, obsolete items should be removed from storage areas.
- \*Soiled dishes, utensils, etc., must be kept separate from food. Food must always be kept covered except during food preparation.
- \*Poisons may not be left standing near food.
- \*Shelves where dishes and utensils are stored must be kept clean and dry.
- \*Fresh fruits and vegetables must always be washed before cooking or serving

fresh.

- \*Can opener must always be clean before it is used.

- \*Any utensil that drops on the floor or soiled area must be rinsed in hot water and sanitized if necessary before it can be used.

- \*All tableware, glassware and flatware must be checked before it is used for tray service to be sure it has been properly cleaned. Packaged staples, condiments, etc., must be checked for tears.

- \*Glasses must be stored bottoms up.

- \*Dishtowels may not be used for drying dishes.

- \*Garbage cans must always be kept covered.\*Any sign of pest must be reported immediately and extermination carried out.

## FOOD SERVICE POLICIES & PROCEDURES

### **INFECTION CONTROL**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### ISOLATION TRAY SERVICE

##### POLICY:

To provide dietary services in an environment that is maintained at optimum levels of infection control and sanitation through implementation of policies established by the Infection Control Committee and in compliance with established federal, state and local dietary standards, and to comply with safety regulation established by the Life Safety Committee for all ears of the Hospital and especially in dietary services.

##### PURPOSE:

To establish policies and procedures concerning infection control and safety, to review them at least annually and to update them as necessary.

##### PROCEDURE:

All items for isolation tray service must be disposable, including the trays and discarded on nursing unit in proper manner. See Isolation Procedure.

## FOOD SERVICE POLICIES & PROCEDURES

### QUALITY ASSURANCE

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### QUALITY ASSURANCE POLICY

The Utah State Hospital is a State run psychiatric facility for the care and active treatment of individuals committed by the courts or who have admitted that they are incapable of maintaining their mental health in a less restricted environment. The Food Service Department has a wide scope of service in maintenance of health, treatment plans and goals, and recreational opportunities. The Food Service Department is an integrated department of purchasing, production, service and sanitation and clinical dietetic services.

Patients are served breakfast, lunch and dinner in a cafeteria setting Monday through Friday. On weekends and holidays, a continental breakfast is ready for pickup by the units by 7:00 A.M. so patients may enjoy sleep in privileges. Hope unit is served breakfast in the Hyde Cafeteria.

Patient meals are provided which meet the RDA's of calories, vitamins and minerals. Clinical diets are provided as ordered by the doctors. Nutritional assessments, consultations and recommendations are made when ordered and when patients meet the criteria for high nutritional risk on the routine new admission nutrition screen. This screen is performed on all new patients. Patients are routinely instructed on all diet prescriptions and their comprehension of the diet instruction is charted.

Patient and staff meals are prepared from a 5 week cycle menu and are audited weekly and considered in planning: variety, seasonal availability, contrast of texture, color, flavor, style, appropriate portions, equipment capabilities, service, personnel and budget. Purchasing is done according to State guidelines and all items received are checked for quality and correctness. Food is properly stored at correct temperatures on FIFO basis with potentially hazardous materials stored separately. Food production and service quantities are based on production sheets printed with item name, portion size and quantity from standardized recipes under strict sanitary and safety guidelines.

Food Service is also responsible to provide special catering as ordered by Administration.

## FOOD SERVICE POLICIES & PROCEDURES

### **QUALITY ASSURANCE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### PURPOSE:

To document the quality of service being provided in order to facilitate a continuous high quality and cost effective operation.

#### PROCEDURE:

Audits in food production, tray service, etc. are completed by the Dietitian and turned in to the Director of Support Services on a monthly basis

Complete policies and procedures concerning these audits are found in the Clinical Dietetics Policy and Procedure Manual.

## FOOD SERVICE POLICIES & PROCEDURES

### **EQUIPMENT**

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### **MAINTAINANCE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

1.     The Food Service Director is responsible for instructing employees in the use and maintenance of equipment.
2.     The Food Service Director or Supervisor notifies by E-Mail the maintenance department incase of any safety hazards or equipment breakdown.
3.     The maintenance department is responsible for routine inspections and care for fans, ventducts, and equipment.
4.     The Food Service Dept is responsible for washing filters, hoods, floors, walls and windowsin the kitchen. The Housekeeping department is responsible for the cleaning of thecafeteria.

## FOOD SERVICE POLICIES & PROCEDURES

### **EQUIPMENT PURCHASE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

Adequate equipment is available for preparation and service of food.  
Management will evaluate equipment and recommend purchase of necessary additions.

#### PURPOSE:

To have adequate equipment to meet storage, production and service needs.  
Director of Support Services will make recommendations for purchase of any new equipment needed .

#### NOTE:

Once yearly the hospital may award monies for Capital Purchases. Equipment needs are assessed and submitted for approval. If approved, the time is let out for bid.



## FOOD SERVICE POLICIES & PROCEDURES

### **EQUIPMENT OPERATION**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

#### POLICY:

All equipment is to be operated according to manufacturer's directions.  
Employees to use specific pieces of equipment will be instructed on proper and safe use of that equipment.

#### PURPOSE:

To insure safety of the employees who run the equipment.

The preserve life of the equipment.

## FOOD SERVICE POLICIES & PROCEDURES

### **PREVENTATIVE MAINTAINENCE**

Date Issued:8/83    Date Revised or Reviewed:6/8815/8996/92,7/95,7/98, 11/01, 3/03

POLICY:

A regular preventative check will be performed on equipment in the Food Service Department.

PURPOSE:

To minimize occurrence of breakdowns. To maximize life span of equipment.